

112 STATE STREET  
DRAWER 20  
MONTPELIER, VT 05620-2601  
TEL: 802-828-2811

FAX: 802-828-2342  
TTY (VT): 1-800-734-8390  
e-mail: vtdps@psd.state.vt.us  
Internet: http://www.state.vt.us/psd



RECEIVED & INSPECTED

JUN 29 2005

FCC - MAILROOM

**STATE OF VERMONT  
DEPARTMENT OF PUBLIC SERVICE**

June 27, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S. W.  
Washington, DC 20554

Re: Annual Log Summary of Consumer Complaints Concerning TRS  
CG Docket 03-123

Dear Madam Secretary:

Enclosed for filing with the FCC in compliance with 47 C.F.R. §64.604 are an original and four copies of the Complaint Log Summary for the Vermont Telecommunications Relay Service. In addition, a 3.5-inch diskette is enclosed, which includes the complaint log of Sprint for Vermont as the VTRS vendor (Excel). Please note that no consumer complaints alleging a violation of the federal minimum standards for TRS were filed directly with the Vermont Department of Public Service during the period in question.

Sincerely,

A handwritten signature in black ink, appearing to read "Deena L. Frankel".

Deena L. Frankel, Director for  
Consumer Affairs & Public Information

Enclosures

No. of Copies rec'd  
List ABCDE

A handwritten number "1" in black ink, indicating the number of copies received.

JUN 29 2005

Relay VT  
6/04 - 5/05

FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>														
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#01	Dial Out Time	0	0	0	0	0	0	1	0	0	0	0	0	1
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	0	0	0
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	1	0	0	1
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		0	0	0	0	0	0	1	0	0	1	0	0	2
<b>TECHNICAL COMPLAINTS</b>														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1
#25	Line Disconnected	0	0	0	0	0	0	1	0	0	1	0	0	2
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	1	0	0	0	1	0	0	0	0	0	2
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		0	0	1	0	0	0	2	0	1	1	0	0	5
<b>MISC COMPLAINTS</b>														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	1	0	0	1
#35	Other	0	0	0	0	0	0	0	0	0	0	1	0	1
<b>TOTAL</b>		0	0	0	0	0	0	0	0	0	1	1	0	2
<b>TOTAL CONTACT</b>		0	0	1	0	0	0	3	0	1	3	1	0	9

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
8/30/04	Echo Sounds	8/31/04	Advised customer to use the VOL boost button to activate echo cancellation and adjust TONE and Volume settings. Customer indicates the circumstance is now improved.
12/3/04	Echo Sounds	12/4/04	Echo cancellation software update sent to remedy this experience.
12/16/04	Disconnect-Reconnect during calls	12/16/04	Performed test call. Advised customer to contact telephone company to have them check the phone line. Provided information on other tips that may alleviate disconnect/reconnection incidence. Enabled visual prompt alerting user to status of reconnection e
3/18/05	Billing Issue-Local billing number out of CapTel user's state's jurisdiction	3/18/05	Users calling card presented the call as MD to MD rather than VT to MD. The Captioning Service Center recognizes the call being made within a different state other than the CapTel user's state. Advised customer how to dial call successfully.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/01/05	Callers having problems connecting with 711. Entered TT 1002342800 per Account Manager's request and advised that 711 issues should be referred to the LEC.	02/25/05	Account Manager submitted those numbers to check for branding. All numbers came back as voice. Recommended customer to contact LEC to resolve issues. Customer will monitor situation and keep Account Manager informed.
02/22/05	TTY customer unable to make LD calls any time of day Relay oper types "phone company equipment busy" (apologized for problem encountered all info, including COC entered correctly in system, advised complaint and trouble ticket would be entered) T.T.	04/22/05	Account Manager met with Customer and tested the line. Appears to be a problem with her long distance carrier MCI. Call went through fine with other providers. See K64531831 for more details.
03/02/05	3/2/05 at 1:50 pm. Cust stated that CA 2358 interrupted her while she was speaking a rather lengthy passage and said "I'm getting tired and I can't wear myself out I am going out tonight I need to find someone to take over this call." The voice caller stated that this is the 2nd time she has had that CA and said the previous time the CA was not paying attention on the call. She said this is very unprofessional and wanted to file a complaint. She said follow up	03/03/05	We met with the CA and have taken corrective action. 3/2/05 - 3/3/05 (CAB)
04/06/05	TTY customer unable to dial LD number via VT Relay fast busy signal heard customer previously filed complaint 2-22-05 reporting same problem trouble ticket closed that calls could be made without problem customer continues to experience the problem problem never resolved T.T. 1002478215 (complaint opened per VT Acct	04/22/05	Account Manager met with customer and tested line. Problem involved their LD carrier MCI. Recommended that customer contact MCI to resolve issue. At this time, customer reports no further issues.
12/09/04	When I gave the operator the number, I also had instructions for teh call. The operator when ahead and started dialing. I could not finish typing the full instructions. Thanked customer for letting us know and that this would be forwarded to the appropriate supervisor. No	12/09/04	Spoke with the agent. The agent remembers getting a "GA" and then after she dialed the call, she noticed that the TTY user began typing again. Re-iterated with the agent to wait for the "GA" before dialing the call.

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12<sup>th</sup> Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician